

## Exhibit 300: Capital Asset Plan and Business Case Summary

### Part I: Summary Information And Justification (All Capital Assets)

#### Section A: Overview (All Capital Assets)

1. **Date of Submission:** 2010-03-17 12:55:42

2. **Agency:** 005

3. **Bureau:** 84

4. **Name of this Investment:** Store Tracking and Redemption System (STARS)

5. **Unique Project (Investment) Identifier:** 005-84-01-41-01-0210-00

6. **What kind of investment will this be in FY 2011?:** Operations and Maintenance

- Planning
- Full Acquisition
- Operations and Maintenance
- Mixed Life Cycle
- Multi-Agency Collaboration

7. **What was the first budget year this investment was submitted to OMB? \***

8. **Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap; this description may include links to relevant information which should include relevant GAO reports, and links to relevant findings of independent audits.**

STARS is the Food and Nutrition Service (FNS) primary automated support for the retailer management functions for the Supplemental Nutrition Assistance Program. The investment utilizes a multi-tier, web-based architecture with over 800 FNS users nationwide. It's centralized database houses information on over 180,000 active (400,000 total) retailers and maintains associated status tracking, redemption, and compliance activity. STARS supports the Supplemental Nutrition Assistance Program (SNAP) mission by tracking and monitoring three critical areas: 1) store authorizations and re-authorizations; 2) SNAP food coupon/electronic benefit redemption activities, including accounting support for the SNAP redemption account; and 3) regulatory violations by stores and associated administrative actions (including maintenance of case histories) related to enforcement of related penalties. STARS completed a post-implementation review in 2006.

a. **Provide here the date of any approved rebaselining within the past year, the date for the most recent (or planned) alternatives analysis for this investment, and whether this investment has a risk management plan and risk register.**

9. **Did the Agency's Executive/Investment Committee approve this request? \***

a. **If "yes," what was the date of this approval? \***

10. **Contact information of Program/Project Manager?**

- **Name:** \*
- **Phone Number:** \*
- **Email:** \*

11. **What project management qualifications does the Project Manager have? (per FAC-P/PM)? \***

- Project manager has been validated according to FAC-PMPM or DAWIA criteria as qualified for this investment.
- Project manager qualifications according to FAC-P/PM or DAWIA criteria is under review for this investment.

- Project manager assigned to investment, but does not meet requirements according to FAC-P/OM or DAWIA criteria.
- Project manager assigned but qualification status review has not yet started.
- No project manager has yet been assigned to this investment.

**12. If this investment is a financial management system, then please fill out the following as reported in the most recent financial systems inventory (FMSI):**

Financial management system name(s)	System acronym	Unique Project Identifier (UPI) number
*	*	*

**a. If this investment is a financial management system AND the investment is part of the core financial system then select the primary FFMA compliance area that this investment addresses (choose only one): \***

- computer system security requirement;
- internal control system requirement;
- core financial system requirement according to FSIO standards;
- Federal accounting standard;
- U.S. Government Standard General Ledger at the Transaction Level;
- this is a core financial system, but does not address a FFMA compliance area;
- Not a core financial system; does not need to comply with FFMA

## Section B: Summary of Funding (Budget Authority for Capital Assets)

1.

Table 1: SUMMARY OF FUNDING FOR PROJECT PHASES (REPORTED IN MILLIONS) (Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)									
	PY1 and earlier	PY 2009	CY 2010	BY 2011	BY+1 2012	BY+2 2013	BY+3 2014	BY+4 and beyond	Total
Planning:	*	*	*	*	*	*	*	*	*
Acquisition:	*	*	*	*	*	*	*	*	*
Subtotal Planning & Acquisition:	*	*	*	*	*	*	*	*	*
Operations & Maintenance:	*	*	*	*	*	*	*	*	*
Disposition Costs (optional):	*	*	*	*	*	*	*	*	*
SUBTOTAL:	*	*	*	*	*	*	*	*	*
Government FTE Costs should not be included in the amounts provided above.									
Government FTE Costs	*	*	*	*	*	*	*	*	*
Number of FTE represented by Costs:	*	*	*	*	*	*	*	*	*
TOTAL(including FTE costs)	*	*	*	*	*	*	*	*	*

2. If the summary of funding has changed from the FY 2010 President's Budget request, briefly explain those changes:

\*

## Section C: Acquisition/Contract Strategy (All Capital Assets)

1.

Table 1: Contracts/Task Orders Table

Contract or Task Order Number	Type of Contract/Task Order (In accordance with FAR Part 16)	Has the contract been awarded (Y/N)	If so what is the date of the award? If not, what is the planned award date?	Start date of Contract/Task Order	End date of Contract/Task Order	Total Value of Contract/Task Order (M)	Is this an Interagency Acquisition? (Y/N)	Is it performance based? (Y/N)	Competitively awarded? (Y/N)	What, if any, alternative financing option is being used? (ESPC, UESC, EUL, N/A)	Is EVM in the contract? (Y/N)
AG3198B060005	Time and Material	Y	2006-09-27	2006-09-28	2011-09-27	\$9.7	*	*	*	*	*
AG3198K090042	Time and Material	Y	2009-09-27	2009-09-27	2010-09-26	\$3.3	*	*	*	*	*

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

\*

3. Is there an acquisition plan which reflects the requirements of FAR Subpart 7.1 and has been approved in accordance with agency requirements? \*

a. If "yes," what is the date? \*

## Section D: Performance Information (All Capital Assets)

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2009	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Critical defects management	Critical defects corrected within 48 hours	Maintain 48-hour standard	No critical defects were detected in FY09
2006	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Data retrieval time	Same day turnaround for data retrieval	Maintain Same day processing	Same day turnaround for data retrieval
2010	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Critical defects management	Critical defects corrected within 48 hours	Maintain 48-hour standard	
2011	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Critical defects management	Critical defects corrected within 48 hours	Maintain 48-hour standard	
2007	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Data retrieval time	Same day turnaround for data retrieval	Maintain Same day processing	Same day turnaround for data retrieval
2008	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Critical defects management	Critical defects corrected within 48 hours	Maintain 48-hour standard	100% of critical defects corrected within 48 hours
2009	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Data retrieval time	Same day turnaround for data retrieval	Maintain Same day processing	All data retrievals were done within 24 hours.
2008	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Data retrieval time	Same day turnaround for data retrieval	Maintain Same day processing	Same day turnaround for data retrieval
2011	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Data retrieval time	Same day turnaround for data retrieval	Maintain Same day processing	
2007	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Critical defects management	Critical defects corrected within 48 hours	Maintain 48-hour standard	100% of critical defects corrected within 48 hours
2006	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Critical defects management	Critical defects corrected within 48 hours	Maintain 48-hour standard	100% of critical defects corrected within 48 hours
2006	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Annual Help Desk Calls	1033 Calls	5% Annual reduction	1.3% reduction
2010	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Data retrieval time	Same day turnaround for data retrieval	Maintain Same day processing	
2007	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Unnecessary user timeouts	Zero average daily timeouts per user due to inefficient navigation	Maintain zero average timeouts	Zero timeouts reported

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
					features		
2006	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Unnecessary user timeouts	Zero average daily timeouts per user due to inefficient navigation features	Maintain zero average timeouts	Zero timeouts reported
2012	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Data retrieval time	Same day turnaround for data retrieval	Maintain Same day processing	
2012	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Critical defects management	Critical defects corrected within 48 hours	Maintain 48-hour standard	
2009	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Unnecessary user timeouts	Zero average daily timeouts per user due to inefficient navigation features	Maintain zero average timeouts	No timeouts were reported in FY09
2007	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Annual Help Desk Calls	1015 Help Desk calls	5% annual reduction	739 calls - 27.2% reduction
2008	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Annual Help Desk Calls	739 calls	5% annual reduction	272 calls - 56.2% reduction
2009	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Annual Help Desk Calls	272 calls	5% annual reduction	205 CERS recorded in FY09.
2008	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Unnecessary user timeouts	Zero average daily timeouts per user due to inefficient navigation features	Maintain zero average timeouts	Zero timeouts reported
2006	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Six Sigma system uptime standard of 99.96%	No prior baseline established	Establish measured baseline	99.6% baseline established
2007	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Six Sigma system uptime standard of 99.96%	99.6% uptime	99.7% uptime	99.6% achieved
2009	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Achieve Six Sigma system uptime standard of 99.96%	99.7% uptime	99.8% uptime	4.75 hours of unplanned outage recorded. 99.90% uptime
2010	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Achieve Six Sigma system uptime standard of 99.96%	99.8% uptime	99.8% uptime	
2010	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Unnecessary user timeouts	Zero average daily timeouts per user due to inefficient navigation	Maintain zero average timeouts	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
features							
2011	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Achieve Six Sigma system uptime standard of 99.96%	99.8% uptime	99.8% uptime	
2012	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Unnecessary user timeouts	Zero average daily timeouts per user due to inefficient navigation features	Maintain zero average timeouts	
2011	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Annual Help Desk Calls	272 calls	5% annual reduction	
2008	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Achieve Six Sigma system uptime standard of 99.96%	99.6% uptime	99.7% uptime	99.6% achieved
2010	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Annual Help Desk Calls	272 calls	5% annual reduction	
2011	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Unnecessary user timeouts	Zero average daily timeouts per user due to inefficient navigation features	Maintain zero average timeouts	
2012	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Annual Help Desk Calls	272 calls	5% annual reduction	
2012	USDA Goal 5: Improve the Nation's Health and Nutrition	*	*	Achieve Six Sigma system uptime standard of 99.96%	99.8% uptime	99.8% uptime	

## Part III: For "Operation and Maintenance" investments ONLY (Steady State)

### Section A: Cost and Schedule Performance (All Capital Assets)

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Prototype, Core System definitions	\$0.0	\$0.0	2001-10-01	2001-10-01	2002-05-31	2002-05-31	100.00%	100.00%
FY2009 DBA, QA, Gov't FTEs	\$0.3	\$0.3	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
DBA, QA, Gov't FTEs - 2003	\$1.3	\$1.3	2002-10-01	2002-10-01	2003-09-30	2003-09-30	100.00%	100.00%
FY2006 Operations and Maintenance	\$2.8	\$2.7	2005-10-01	2005-10-01	2006-09-30	2006-09-30	100.00%	100.00%
Phase 2 develop, Performance Testing	\$1.6	\$1.6	2003-10-01	2003-10-01	2004-09-30	2004-09-30	100.00%	100.00%
Expanded Scope, Design Update	\$1.2	\$1.2	2003-12-31	2003-12-31	2004-12-31	2004-12-31	100.00%	100.00%
Implementation	\$3.4	\$3.4	2003-10-01	2003-10-01	2004-12-31	2004-12-31	100.00%	100.00%
FY2005 DBA, QA, Gov't FTEs -	\$1.4	\$1.4	2004-10-01	2004-10-01	2005-09-30	2005-09-30	100.00%	100.00%
Legacy System Phase-Out	\$0.1	\$0.1	2004-10-01	2004-10-01	2004-12-01	2004-12-01	100.00%	100.00%
FY2010 DBA, QA, Gov't FTEs	\$0.3	\$0.3	2009-10-01	2009-10-01	2010-09-30		83.00%	83.00%
Detailed design, Database/migration	\$1.2	\$1.2	2002-05-31	2002-05-31	2002-12-31	2002-12-31	100.00%	100.00%
FY2010 Operations and maintenance	\$5.5	\$4.6	2009-10-01	2009-10-01	2010-09-30		83.00%	83.00%
FY2008 C&A Update	\$0.1	\$0.0	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY2007 Operations and maintenance	\$4.8	\$4.9	2006-10-01	2006-10-01	2007-09-30	2007-09-30	100.00%	100.00%
FY2007 DBA, QA, Gov't FTEs	\$0.7	\$0.7	2006-10-01	2006-10-01	2007-09-30	2007-09-30	100.00%	100.00%
Business Case	\$0.1	\$0.1	2000-12-31	2000-12-31	2001-09-30	2001-09-30	100.00%	100.00%
Detailed	\$0.8	\$0.8	2002-05-31	2002-05-31	2002-12-31	2002-12-31	100.00%	100.00%



1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Design, Use cases, data models								
Post Implementation Review	\$0.0	\$0.0	2005-10-01	2005-10-01	2005-11-01	2005-11-01	100.00%	100.00%
Training	\$0.4	\$0.3	2004-10-01	2004-10-01	2004-10-31	2004-10-31	100.00%	100.00%
DBA, QA, Gov't FTEs - 2001	\$1.2	\$1.2	2000-10-01	2000-10-01	2001-09-30	2001-09-30	100.00%	100.00%
FY2008 Operations and maintenance	\$4.5	\$4.8	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
DBA, QA, Gov't FTEs - 2004	\$1.4	\$1.4	2003-10-01	2003-10-01	2004-09-30	2004-09-30	100.00%	100.00%
FY2006 DBA, QA, Gov't FTEs	\$1.5	\$1.5	2005-10-01	2005-10-01	2006-09-30	2006-09-30	100.00%	100.00%
Deployment plan, phase 1 Dev	\$1.3	\$1.3	2002-12-31	2002-12-31	2003-09-30	2003-09-30	100.00%	100.00%
FY2005 Security C & A	\$0.1	\$0.1	2004-10-01	2004-10-01	2005-07-31	2005-07-31	100.00%	100.00%
DBA, QA, Gov't FTEs - 2000	\$0.6	\$0.6	1999-10-01	1999-10-01	2000-09-30	2000-09-30	100.00%	100.00%
DBA, QA, Gov't FTEs - 2002	\$1.2	\$1.2	2001-10-01	2001-10-01	2002-09-30	2002-09-30	100.00%	100.00%
Requirements Review, Update	\$0.9	\$0.9	2002-12-31	2002-12-31	2003-12-31	2003-12-31	100.00%	100.00%
FY2008 DBA, QA, Gov't FTEs	\$0.5	\$0.3	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
Requirements definition	\$0.7	\$0.7	2000-10-01	2000-10-01	2000-12-31	2000-12-31	100.00%	100.00%
Supplemental Enhancements, Phase 1	\$2.9	\$2.9	2005-07-31	2005-07-31	2005-12-31	2005-12-31	100.00%	100.00%
Project Support	\$1.8	\$1.8	2004-10-01	2004-10-01	2004-12-05	2004-12-05	100.00%	100.00%
Supplemental Enhancements, Phase 2	\$2.0	\$2.0	2005-10-01	2005-10-01	2006-09-30	2006-09-30	100.00%	100.00%
FY2009 Operations and maintenance	\$4.9	\$4.9	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY 2005 Operations & Maintenance	\$0.9	\$0.9	2004-10-01	2004-10-01	2005-09-30	2005-09-30	100.00%	100.00%
Detailed design, HW,	\$0.9	\$0.9	2002-12-31	2002-12-31	2004-09-30	2004-09-30	100.00%	100.00%

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Process Models								
FY2005 Security C & A	\$0.1	\$0.1	2004-10-01	2004-10-01	2005-07-31	2005-07-31	100.00%	100.00%
FY 2005 Operations & Maintenance	\$0.9	\$0.9	2004-10-01	2004-10-01	2005-09-30	2005-09-30	100.00%	100.00%
FY2005 Security C & A	\$0.1	\$0.1	2004-10-01	2004-10-01	2005-07-31	2005-07-31	100.00%	100.00%
FY2000 and Earlier - Operations and Maintenance	\$2.9	\$2.9	1999-10-01	1999-10-01	2000-09-30	2000-09-30	100.00%	100.00%
FY2005 Security C & A	\$0.1	\$0.1	2004-10-01	2004-10-01	2005-07-31	2005-07-31	100.00%	100.00%
FY2011 Operations & Maintenance (incl Govt FTEs)	*	*	2010-10-01		2011-09-30		0.00%	0.00%
FY2012 Operations & Maintenance (incl. Govt FTEs)	*	*	2011-10-01		2012-09-30		0.00%	0.00%
FY2013 Operations & Maintenance (incl. Govt FTEs)	*	*	2012-10-01		2013-09-30		0.00%	0.00%
FY2014 Operations & Maintenance (incl. Govt FTEs)	*	*	2013-10-01		2014-09-30		0.00%	0.00%
FY2015 Operations & Maintenance (incl Govt FTEs)	*	*	2014-10-01		2015-09-30		0.00%	0.00%
FY2016 Operations & Maintenance (incl. Govt FTEs)	*	*	2015-10-01		2016-09-30		0.00%	0.00%
FY2017 Operations & Maintenance (incl. Govt FTEs)	*	*	2016-10-01		2017-09-30		0.00%	0.00%
FY2005 Security C & A	\$0.1	\$0.1	2004-10-01	2004-10-01	2005-07-31	2005-07-31	100.00%	100.00%
FY2005 Security C & A	\$0.1	\$0.1	2004-10-01	2004-10-01	2005-07-31	2005-07-31	100.00%	100.00%

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
FY2005 Security C & A	\$0.1	\$0.1	2004-10-01	2004-10-01	2005-07-31	2005-07-31	100.00%	100.00%
FY2005 Security C & A	\$0.1	\$0.1	2004-10-01	2004-10-01	2005-07-31	2005-07-31	100.00%	100.00%
FY2005 Security C & A	\$0.1	\$0.1	2004-10-01	2004-10-01	2005-07-31	2005-07-31	100.00%	100.00%
FY2005 Security C & A	\$0.1	\$0.1	2004-10-01	2004-10-01	2005-07-31	2005-07-31	100.00%	100.00%
FY2005 Security C & A	\$0.1	\$0.1	2004-10-01	2004-10-01	2005-07-31	2005-07-31	100.00%	100.00%
FY2005 Security C & A	\$0.1	\$0.1	2004-10-01	2004-10-01	2005-07-31	2005-07-31	100.00%	100.00%
FY2005 Security C & A	\$0.1	\$0.1	2004-10-01	2004-10-01	2005-07-31	2005-07-31	100.00%	100.00%
FY2005 Security C & A	\$0.1	\$0.1	2004-10-01	2004-10-01	2005-07-31	2005-07-31	100.00%	100.00%
FY2005 Security C & A	\$0.1	\$0.1	2004-10-01	2004-10-01	2005-07-31	2005-07-31	100.00%	100.00%

\* - Indicates data is redacted.